

JOB DESCRIPTION

TITLE: Retail and Member Support

REPORTS TO: Fund Development/Retail Manager

Classification/FLSA Status: Regular, Part-time, Non-exempt

POSITION SUMMARY: Performs a variety of retail shop activities, including operating the shop in an organized, efficient, and accurate manner; providing exemplary customer service; processing transactions; tracking inventory; and maintaining an attractive and inviting shopping environment. Supports the program and engagement teams with preparing program boxes, materials; making phone calls or follow up emails as needed.

Essential Duties & Responsibilities:

1. Manages the opening and closing of the retail shop and greeting customers/volunteers.
2. Provides excellent customer service and high-quality services to all internal and external customers by portraying a positive image of Girl Scouting.
3. Works with the Fund Development/Retail Manager to identify trends and to promote and stimulate the sale of Girl Scout merchandise while meeting the needs of girls, parents, adult members, and visitors.
4. Creates and maintains appealing displays, promotional signs, and flyers to promote and market the Council shop to increase annual gross sales and achieve established benchmarks.
5. Has a strong attention to detail. Processes customer onsite, email, and mail-order sales and returns, including processing cash, check, and credit card payments, and refunds in accordance with council policies and procedures.
6. Ensure that merchandise orders, receipts, returns, credits, and payment paperwork are completed in a timely manner.
7. Receives, inspects, counts, accepts inventory deliveries, bar codes product, and enters in the point of sale (POS)/risk management system (RMS).
8. Maintains and monitors inventory and proposes orders for approval to the Fund Development/Retail Manager. Report's discrepancies such as shipment shortages, backorders, and unauthorized substitutions to both the vendor and the Fund Development/Retail Manager. Processes returns to vendors immediately; delivers packages to the appropriate area for mailing. Assists with preparing, coordinating, counting, and processing annual and special inventories.
9. Identifies trends and makes recommendations to the Fund Development/Retail Manager for new items for sale and placing orders.
10. Maintains a flexible work schedule to rotate coverage of retail operations including evenings and Saturdays.
11. Working knowledge of POS systems, Microsoft Office Suite, Teams, Zoom, OKTA and Salesforce.
12. Active participation in the development of environments that foster diversity, equity, inclusion, and access through words, actions, and attitude.
13. Prepares program boxes, materials; making phone calls or follow up emails as needed
14. Performs other duties as necessary or assigned.

Required Skills/Abilities:

1. Strong communicator with verbal and written fluency.
2. Demonstrated computer skills.
3. Ability to multi-task and work well under pressure.
4. Ability to work a flexible schedule including evenings and weekends.

Education and Experience:

1. High School Diploma

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to give and receive information by telephone and in person.
- Ability to sit upright for extended periods of time.
- Ability to occasionally climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 20 pounds.
- Other demands, as determined by the council.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job functions primarily out of a designated Council office location which provides a professional workspace in an open concept office environment. Off-site work may be required and will take place at leased warehouse, community locations including schools, churches, office buildings, parks, camp site and other settings as needed.

Other Working Conditions

- Continuous requirement for professional demeanor and appropriate office attire.
- A criminal background and motor vehicle record check are required.
- Continuous work as a team member and ability to work independently with some supervision.
- Continuous ability to work well with others.

GIRL SCOUT CORE COMPETENCIES

The competencies listed below are core to the Girl Scout movement:

- **Empathy, with colleagues and customers** – a successful member of the Girl Scout team approaches others with a service mindset, offers humility, and inspires trust, takes time with people and is a good listener, and overall offers respect and kindness to all.
- **Possibility Thinking** – staff members approach challenges with curiosity, show enthusiasm, explore alternatives before acting, take on challenging tasks and see opportunity in ambiguity, change and transition.
- **Innovation** – core to Girl Scouting, staff must think in unique and independent ways, pursue standards of excellence, learn from risk taking and failure, and embrace new ideas from everywhere and everyone.
- **Courageous Leadership**, of self and others – staff work for the good of the whole, work collaboratively at all times, model assertive behaviors: bold, confident, respectful, empower others and distribute decision making, promote honest communication and passionate debate, and maintain personal integrity.